



CITY OF HOUSTON

Public Works and Engineering
Department

Utility Customer Service
P.O. Box 4863
Houston, Texas 77210-4863
www.houstontx.gov

Exceptional Circumstances Adjustment Application

City of Houston Code of Ordinance, Section 47-75.1, allows a residential, not-for-profit or commercial customer one credit adjustment during a twenty-four month period for an exceptional circumstance. A credit is allowed if the Water/Wastewater account usage is unexplained and over five hundred percent (500%). The credit will not exceed \$4,000 and two (2) month timeframe.

Name (*Print account name*): _____

Account Number: _____ Day Time Phone Number: _____

Service Address: _____

Date of large Water/Wastewater bill: _____

Number and type of water appliances or fixtures installed within the last 12 months:

Were any plumbing repairs made during the period covered by this bill? _____

If yes, explain. _____

Reason for adjustment. _____

You will be notified by mail within 90 days whether your request is approved or denied.

I certify that this application contains no false statements, and understand that any false statement on this government record is subject to criminal prosecution under Chapter 37 of Texas Penal Code.

Signature: _____ Date: _____

Complete the form and return to Utility Customer Service. You may submit the form by:

- Mail to Utility Customer Service, Accounting Section, P.O. Box 4863, Houston, Texas 77210-4863,
- Email attachment at customer.service@houstontx.gov or
- Fax at 713-371-1098.

Questions? Contact our staff at www.Houstonwater.org, LiveChat or 713-371-1400.